

Collect Call and Third Party Billing Dispute Form

Please complete this form if you are disputing a Collect Call or Third Party Billing Charge on your Sunflower Broadband Telephone Invoice. Your completed form must be submitted to Sunflower Broadband within 90 days of the Invoice Date of your Statement. If you have a dispute on your invoice for an item other than a Collect Call, please contact our Customer Service Department directly at 785.841.2100 or 800.869.1214

Section A - General Information

Please provide all of the following pieces of information and sign the form where indicated:

Account Number: _____

Account Holder Name: _____

Daytime Phone: _____

Today's Date ____/____/____

Section B – Call Information

Please provide all of the following pieces of information regarding the Collect Call being disputed:

Call Date: ____/____/____ Charge of Call: _____

Originating Telephone Number(From Number): _____

Terminating Telephone Number(To Number): _____

City/State where call was originated from: _____

Call Date: ____/____/____ Charge of Call: _____

Originating Telephone Number(From Number): _____

Terminating Telephone Number(To Number): _____

City/State where call was originated from: _____

Call Date: ____/____/____ Charge of Call: _____

Originating Telephone Number(From Number): _____

Terminating Telephone Number(To Number): _____

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Originating Telephone Number(From Number): _____

Terminating Telephone Number(To Number): _____

City/State where call was originated from: _____

Call Date: ____/____/____ Charge of Call: _____

Originating Telephone Number(From Number): _____

Terminating Telephone Number(To Number): _____

City/State where call was originated from: _____

Section C – Dispute Reason

Please explain the reason for each disputed call:

Once submitted, please allow 1-2 billing cycles for research on the collect calls and a determination on whether or not credits will be applied to your account. We will contact you directly if we are unable to credit the amount billed for the calls in dispute. While you are not responsible for the charges associated with the collect calls while they are being investigated, the remainder of your charges should be paid by the due date on your current monthly statement. If you have any additional questions, please contact our Customer Service Department at 785.841.2100, 800.869.1214 or you can email us at talktous@sunflowerbroadband.com.